



#### **Notification to Customer**

BFGoodrich Tires has notified the National Highway Traffic Safety Administration (NHTSA) that it is recalling 48,000 passenger and light truck tires after its quality control system alerted the company to a condition initially affecting ride quality, but which could possibly result in steel belt separation and tread detachment if not addressed.

This decision was taken after six tires were returned from service prematurely based on consumer complaints of tire vibration, noise and ride comfort issues. To date, there have been no accidents or injuries reported and no property damage claims filed. However, the company's thorough investigation indicates there may be similar performance issues with up to 3,500 tires. In order to reclaim that small number of tires, the company is recalling all potentially affected tires produced during the same period in a comprehensive commitment to retrieve from the market any tire that doesn't perform to BFGoodrich Tires quality standards.

The recalled tires have Department of Transportation tire identification numbers which begin with DOT BF and end with the last four digits 1504 or 1604. The DOT codes are found on the inner or outer sidewall of the tire just above the wheel rim and are printed in small type less than half an inch tall (5/16-inches). There are no issues with tires outside of these DOT weeks.

Our records indicate that you may have received tires manufactured during this two week time period.

As a result, BFGoodrich Tires asks you to take the following actions:

1. Immediately stop selling these tires and check your inventory for the specific DOT codes affected – starting with DOT BF and ending with 1504 or 1604. These tires must not be sold.
2. Immediately count your inventory of these MSPNs, with the specific DOT codes, and
3. As required by law, immediately provide BFGoodrich Tires with the consumer contact information for any affected tires you have sold so that we may provide consumers with official notification of this matter. This information is needed as soon as possible.
4. Return the recalled tires to BFGoodrich Tires as soon as possible.

All of the affected tires were produced in week 15 and 16 this year (April 11-24, 2004) and include BFGoodrich, Uniroyal, Liberator, Medalist, Phantom and Prospector brands in these dimensions:

**DRAFT RECALL DEALER LETTER**

<b>MSPN:</b>	<b>Tire Description:</b>
56340	33X12.50R15 BFGoodrich All-Terrain T/A <sup>KO</sup> Load Range C RWL
58530	LT235/70R16 BFGoodrich All-Terrain T/A <sup>KO</sup> Load Range C RWL
73110	LT235/75R15 BFGoodrich All-Terrain T/A <sup>KO</sup> Load Range C RWL
75406	33X12.50R15 BFGoodrich All-Terrain T/A <sup>KO</sup> Load Range C RWL
97193	P255/70R16 Liberator A/T
55854	P255/70R16 109S Medallist Trail A/P ORWL
57409	P255/70R16 Medallist Sport King A/T Steel Radial
55655	P255/70R16 109S Phantom AP RWL
98869	P255/70R16 American Prospector AP RWL
53008	P265/75R16 1148 Uniroyal Laredo AWP ORWL
58801	P255/70R16 Uniroyal Laredo AWP
73737	P265/75R15SL112S Uniroyal Laredo A/S AWP
51104	LT235/75R15 BFGoodrich All-Terrain T/A <sup>KO</sup> Load Range C RWL (Week 15 Only)
57888	P245/76R16 BFGoodrich Land Terrain (Week 15 Only)
43103	P245/75R16 Uniroyal Laredo AWP (Week 15 Only)

Any affected tires that have been sold to consumers must be replaced free of charge, including mounting and balancing, which will be reimbursed to you by the company. Replacement tires are now available.

To return recalled tires currently in your inventory, contact BFGoodrich Tires Customer Service at 1 800 847 8475 to arrange pick-up. The company will pay all freight and handling charges associated with this action and issue a credit to your account for the tires returned.

To return recalled tires removed from consumer vehicles, please use the existing procedure for processing warranty claims. In the *Reason For Removal* section of the Claim Form, please write the word **RECALL**. Please refer to the MAST warranty procedure manual for additional details.

If the consumer wants to switch to another brand, they will be required to pay any difference in cost. If you have questions about alternate fitments, please contact Customer Service.

If these tires were sold to a retailer, please contact the retailer, as we have contacted you. Ask them to immediately stop sales of the recalled tires and return any remaining inventory to you as quickly as possible using your normal procedures.

If your customer sold the tires to a consumer, please collect the name, address and telephone number of the consumer to whom the tires were sold. BFGoodrich Tires will use this information to notify consumers as soon as possible. The enclosed notice to consumers should be posted in a visible area at each of your retail locations.

***DRAFT RECALL DEALER LETTER***

Commitment to quality and respect for the customer are our highest priorities. We regret the circumstances that led to this action and know you understand our reasons for wanting to retrieve these tires.

Sincerely,

Michel Default  
Quality Director